



Get Connected. Get Answers.

United Way of Rock River Valley



2-1-1 Quarterly Report

Ogle & Winnebago Counties
January 2013 - March 2013

For more information visit www.unitedwayrrv.org

2-1-1 Stories

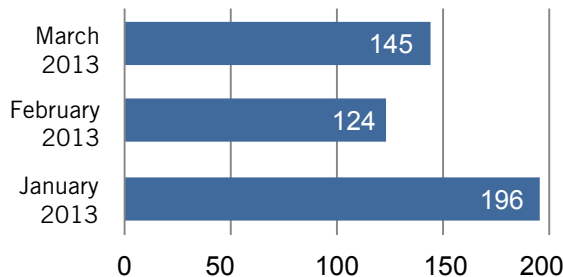
An elderly man dialed 2-1-1 needing to contact his son who handles the financial affairs of his father. The United Way 2-1-1 call specialist explained to the elderly man that he should contact his son directly but the elderly man replied that he could not reach his son. After a few moments, the call specialist realized the elderly man was using a new phone that was confusing to him. The call specialist asked for the son's phone number and connected the elderly man to his son.

A young lawyer who recently opened up a law practice in Rockford reached out to 2-1-1 to learn how her office can better assist clients with their needs. The United Way 2-1-1 call specialist explained to the caller the type of services and information available on 2-1-1. The young lawyer is now prepared to better serve her clients that may have needs in addition to legal help.

A woman called 2-1-1 seeking utility and mortgage assistance, and transportation services while she receives treatment for breast cancer. The United Way 2-1-1 call specialist found multiple referrals and connected the woman to services that would help during this challenging time of her life.

Total 2-1-1 Calls by Month

Calls from Ogle & Winnebago Counties that connect to the call center

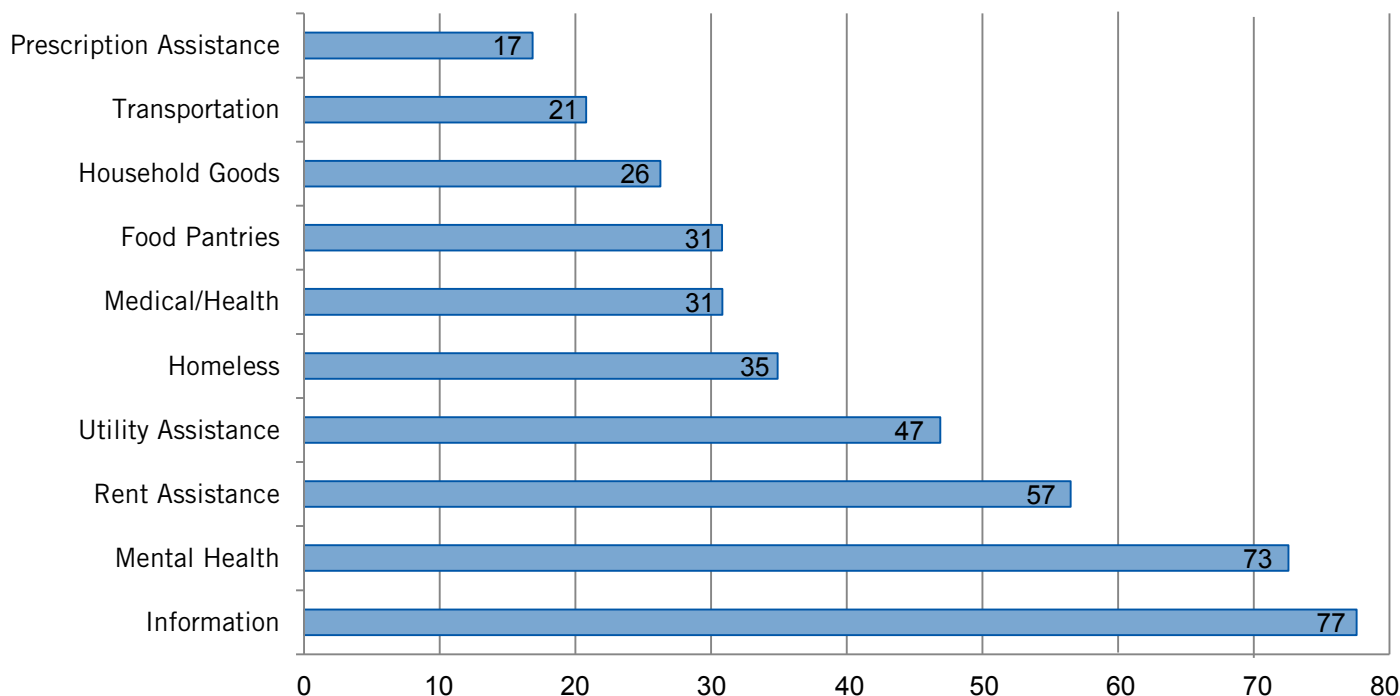


Quick Stats

- 465 total calls received between January - March
- 791 total service referrals between January - March
- Medical/Health and Mental Health Accounted for 18% of all service requests
- 8 domestic violence and 6 suicide calls were received

Top Service Requests

Top service requests for Ogle & Winnebago counties



Winnebago County

Top Referrals

Organizations with the most referrals

City of Rockford Human Services Department - **8%**

Catholic Charities - **8%**

Salvation Army - **7%**

Rockford Township - **4%**

Rockford Life Center - **3%**

Rockford Rescue Mission - **3%**

Shelter Care Ministries - **3%**

Comprehensive Community Solutions, Inc. - **2%**

DHS Family Community Resource Center - **1%**

Rosecrance Health Network - **1%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Transportation Assistance - **11%**

Support Groups - **11%**

Medical Expense - **9%**

Clothing Vouchers - **4%**

Housing - **4%**

Phantom Calls - 2,985

Calls not made by a human, usually a result of faulty telephone lines. The number of these calls should decline as we work with service providers to correct the problem lines.

Abandoned Calls - 2

Calls that reach the center but are not answered.

Escape Calls - 0

Occurs when a call specialist begins to log a call but cancels the log due to wrong number.

Non-Transaction Calls - 3

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Flagg Township - **20%**

Tri-Counties Opportunities Council - **13%**

Youth Service Bureau of Illinois Valley - **13%**

Catholic Charities - **7%**

Community Assistance Program - **7%**

Goodwill Industries of Northern Illinois - **7%**

Illinois Department of Employment Security - **7%**

The Immigration Project - **7%**

Promised Land Employment Service - **7%**

Social Security Administration - **7%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Animal Control - **17%**

Animal Food/Supplies - **17%**

Community Action/Social Advocacy Groups - **17%**

General Counseling Services - **17%**

Occupation Specific Job Training - **17%**

Phantom Calls - 64

Calls not made by a human, usually a result of faulty telephone lines. The number of these calls should decline as we work with service providers to correct the problem lines.

Abandoned Calls - 5

Calls that reach the center but are not answered.

Escape Calls - 0

Occurs when a call specialist begins to log a call but cancels the log due to wrong number.

Non-Transaction Calls - 1

Hang-ups

Need help? Want to help? Call United Way 2-1-1 24/7

United Way 2-1-1 is an easy to remember telephone number that connects callers with free information and referrals for community services within Ogle and Winnebago counties.

Phone: 2-1-1 (888-865-9903)

Web: www.findhelp211.org

Illinois 
2-1-1
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